Custom Application Hosting: WebSphere

Product Summary

Custom Application Hosting: WebSphere is useful for customers not wishing to own and maintain their own server and application software environments. The premise of this product is that multiple customers are housed in an environment where resources are shared. DET performs all hardware and software maintenance and ensures the highest level of uptime possible for the overall environment. Customers may create and maintain their own application or contract with DET, or an outside vendor, for application development. DET provides access to each customer's account via FTP.

Unlike commercial companies, this product is connected to the State's private network and contains security features required by government entities. Optional support services for which DET has core competencies are also available. DET provides a robust server in a secure, safe, and environmentally controlled location. The power source boasts dual power supplies, redundant backup generators, and redundant UPS and battery systems to ensure uninterrupted power. The network is monitored continually to provide maximum RAS.

DET offers the WebSphere Application Server as a scalable high-performance, Java 2 Enterprise Edition (J2EE) e-government application server. It is capable of handling high volume secure transactions and web services. WebSphere Application Server greatly improves the ability to leverage agency data assets by allowing centralized browser and wireless access to agency data and applications. Application servers are system software designed to host custom-developed application business logic software. Enterprise Application Servers (EAS) such as WebSphere are the application servers designed to support agency-critical applications within the State of Utah e-business web portal.

The WebSphere software platform is built using open industry standards. By designing your e-government applications on an open-standards-based platform, you can enhance interaction and integration between agencies. WebSphere and DET Software Development Kit (SDK 1.4) are written in Java, enabling you to use time-saving Java code to develop demanding applications. The WebSphere Application Server supports current databases and drivers including DB2, Informix, SQL Server, Sybase, Oracle, and Cloudscape. Extensive platform support allows WebSphere to extend DET consistent capabilities across AIX, Unix, OS/400, Red Hat Linux, Sun Solaris, Windows Server, and z/OS.

According to Gartner Inc.'s analyst report "Magic Quadrant for Enterprise Application Servers, 2Q04" WebSphere is the industry leader in application servers. In this report Gartner evaluated 13 vendors for "completeness of vision" and "ability to execute in a given market." Completeness of vision is the degree to which a vendor anticipates and influences market trends, including service-oriented architecture (SOA), mainframe-class quality of service to support ultra-high-end transaction processing, composite applications, innovative programming environments and models, and event-driven architecture. Ability to execute is the degree to which a vendor can deliver a viable and competitive product, including high-end scalability, overall technical quality, security and manageability, interoperability with external platforms, and effective standards compliance. Ability to execute is also reflected in a vendor's loyalty of DET installed base, the level of resources the vendor commits to the EAS market, the level of technical and account support available from the vendor, DET geographic reach, and DET competitive pricing policies.

Product Features or Description of Services

Custom Application Hosting: WebSphere Features	
Feature	**Detail**
Disk Space	2GB
Data Transfer / Bandwidth	Unlimited
Operating System	AIX
Application Server	WebSphere 5.x or 6
Databases Supported	Oracle, DB2, MySQL
Security	SiteMinder for Utah.gov domains, UMD, Shared SSL
Programming and scripts	Java servlets, JSP, and J2EE support
Web Statistics	WebTrends Reporting
Monitoring	NetCool monitoring and reporting of network & server
Access	24/7 FTP access
Open Standards	Based on J2EE open source standards
Application Development	WebSphere Studio, JDK

Product Benefits

Custom Application Hosting: WebSphere Benefits
Connected to the State of Utah PRIVATE network
Firewall protection against unwanted intrusion
Local technical support
Filtered content (i.e. Spam, Pornography, Commercial Advertising . . .)
Located in a physically secure facility with a redundant, controlled environment (power, air, humidity, halon fire protection, etc.)
Offsite backup of data to the Richfield Data Center
Applications developed in WebSphere Studio can be used with any platform supporting leading industry standards
A proven solution for building, testing, and deploying on-demand e-business applications
This Enterprise-class server allows for server tuning, scaling, clustering, and fail-over
Redundant UPS, battery backup, and two diesel generators ensure continuous power.
The State data center is configured with a Halon fire suppression system throughout the entire facility.
Professional network design and engineering to maintain enhanced reliability and availability. A Network Operations Center operates network equipment, monitors performance, manages outages, and assists customers. Routing through the State provides access to state resources.
Provides basic network security via firewall services, intrusion monitoring and management, and access control lists.

Managed IP service including address blocks, subnets, VLANs, and public/private IP addresses.

Additional Services available for this Product

Optional Services Not Included with Product
Database design, performance, and administration
Java development services and consulting
eDirectory with Utah Master Directory (UMD)
Single sign-on across multiple applications
Open source portal development / integration
Website development
Graphic design, Flash development, and animation creation
Video and audio streaming and administration
Managed services such as monitoring and capacity planning
Technical writing and content editing
Backup of applications and data directories can be performed as often as hourly depending on customer requests. Data retention periods can also be customized.
DET does not mirror application software or databases used by the application to provide Continuity of Operations (COOP). While this service is available, the cost to do so must be borne by the customer. Contact your DET CRM for further information.

DET Responsibilities

DET Responsibilities
Provide the secure physical facility and all environmental controls for the server and disk array
Monitor and maintain the integrity of the network
Install and maintain the server hardware
Install and maintain the AIX operating system
Install and maintain the WebSphere web and application server
Provide software and hardware upgrades as necessary
Coordinate scheduled downtime with customers
Backup the system, source code/applications, and data directories nightly. Data will be retained on an annual basis.
Provide the secure physical facility and all environmental controls for the server and disk array

Customer Responsibilities

Customer Responsibilities
Develop and maintain the customer's database schema and the integrity of the data
Develop and maintain all application software
Follow the standards and procedures required by DET to ensure a secure and stable operating environment for all users on the server
Provide customer support services to the end-users of the application

Product Service Levels

Product Service Levels
DET strives for at least a 99.9% uptime experience for DET customers.

DET Customer Support

DET Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

Custom Application Hosting: WebSphere Rates		
Frequency of Billing	**Description**	**Rate ($)**
Monthly charges	**Hosting services** **Additional SAN Storage**	**$300.00** **$.0015/MB**
One time charges	**Setup**	**No Charge**
Optional feature one time charges	**Consulting services (as needed)**	**75.00/hour**

Ordering the Product

Fill in the Service Request Form found under ***Products and Services>Custom Application Hosting>Shared Hosting: WebSphere*** at ***DET.utah.gov***. The form will go the DET Engineering for processing. A software engineer will contact you for additional information and keep you informed regarding the deployment process and timing.

Product Agreement

DET and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved DET Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DET and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.